

## I. FIELD RADIO PROCEDURES

Update 02-2019

- A. Units calling Dispatch should identify themselves with the appropriate department name and then address the communications center as DISPATCH. (Example: Washburn Fire to Dispatch.) If a department's radio transmission may change from tower to tower, the radio unit should also identify the tower on which they are transmitting. (Example: South Shore Ambulance to Dispatch/Port Wing.)
- B. If you need a response from Dispatch, then address Dispatch. (Example: South Shore EMT Hofman to Dispatch). If you are transmitting on the radio for the benefit of other responders, do not address Dispatch and do not expect Dispatch to acknowledge your transmission. (Iron River EMT Victorson to the scene.)
- C. The use of plain text (versus 10-codes) is the standard operating procedure for radio communications.
- E. A Fire Department should transmit the following to Dispatch:
  - 1. Department Acknowledge the page [Mason Fire to Dispatch. Acknowledge the page.]
  - 2. Department en route (not individual apparatus)
  - 3. Department at the scene – Declare command.
  - 4. Department leaving the scene
  - 5. Department back at the hall.
- F. An Ambulance Department should transmit the following to Dispatch:
  - 1. Department Acknowledge the page [Iron River Ambulance to Dispatch. Acknowledge the page.]
  - 2. Ambulance en route
  - 3. Ambulance at the scene
  - 4. Ambulance en route to hospital
  - 5. Ambulance arrived at hospital
  - 6. Ambulance returning to hall
- G. The ambulance should also transmit the following information to Dispatch during Intercept calls:
  - 1. Intercept request
  - 2. Making intercept
  - 3. Action following intercept (Example: patient transferred to ground ambulance or helicopter and returning to hall, back en route to hospital, etc.).
- H. If you are not receiving clear transmission from Dispatch, please inform the dispatcher with a suggested change of tower in order to receive a better signal.

## II. DISPATCH PROCEDURES

### A. The order of dispatch by radio pager:

1. Select appropriate fire/ambulance department(s) button(s).
2. Activate pager(s).
1. Announce Department(s) that is to respond.
2. Announce type of emergency.
3. Announce name of residence, if appropriate.
4. Announce location of the emergency by address, both number and road name, including the town/village/city or landmark as applicable.
5. Announce additional information needed to respond appropriately.
6. Repeat steps 1 – 7.
7. Announce time of Dispatch.
8. If there is no response within two (2) minutes of the initial call, repeat steps 1 – 7.
9. If there is no response within two (2) minutes (either by telephone or radio) the Dispatcher will automatically dispatch another appropriate department(s).

B. Any acknowledgement of the page means the service is responsible for the call.

C. Ambulance Departments will be notified as a Fire Department is dispatched in the ambulance response area. If a Fire Department is en route to an emergency, the Dispatcher will automatically notify the appropriate ambulance department.

D. Fire Departments will be notified as an Ambulance Department is dispatched to a motor vehicle accident in the fire department response area. If the fire department in that jurisdiction does not have extrication equipment they may request the closest department with the appropriate equipment be notified/put on standby until it is known that extrication will not be necessary. If an ambulance is en route to a motor vehicle accident, the Dispatcher will automatically notify the appropriate fire department.

F. If the person in charge of a department feels that a Dispatcher was not following procedures, a verbal or written report should be filed with the Chief Deputy. It is not appropriate for individual responders to call dispatchers directly to report complaints.

G. The Chief Deputy will handle all complaints, contact the Dispatcher involved, compile the facts, and make changes as necessary to resolve the situation. The Chief Deputy is also responsible to report actions taken to the person who filed the incident report and the Dispatcher.

H. Continuous recordings are made of all radio and telephone communications which are accepted at the Communications Center. These recordings are kept indefinitely. Recordings may be played or duplicated for the person in charge of a department or his or her designee. Arrangements must be made with the Chief Deputy.

## III. DEPARTMENT STATUS ANNOUNCEMENTS

When a department is going to be “out of service”, and they are going to have another service covering their area, the person in charge of the department or designee will advise the Communication Center of the method of dispatch. This notification should be done ahead of time. Dispatch will page both the out-of-service department and the covering department if there is a call for service for the duration of the request.

#### IV. PAGER TESTING

- A. Pager tests will be conducted every Monday evening between the hours of 6:00 pm and 8:00 pm. If incident traffic prevents pager testing, the tests may be conducted the following evening.
- B. Additional pages may be requested by a department.
- C. Tests will not be conducted during heavy incident traffic times in the communication center.
- D. If you do not receive a page during the designated time, contact other members of your department. If no other persons received the page, the person in charge of the department or designee should notify the Communication Center after 8:00 pm to determine if pager tests were conducted and request a pager test prior to 9:00 pm if possible.

#### V. MUTUAL AID REQUESTS

- A. FIRE – A fire department shall request specific equipment, apparatus, and/or personnel when requesting mutual aid. Examples include but are not limited to: engine, tanker/tender, SCBA, personnel, extrication equipment, law enforcement, ambulance, etc. The Dispatcher will page the mutual aid department(s) with the specific requests.
- B. AMBULANCE/EMS – An ambulance department shall request specific equipment and/or personnel when requesting mutual aid. Examples include, but are not limited to: ambulance, EMTs, extrication equipment, law enforcement, etc..
  - 1. GROUND INTERCEPT – A department shall request the specific ambulance agency, state the basic reason for the request and specify the route of travel to the hospital when requesting a ground intercept. Communication with the intercepting ambulance will take place on a non-repeater frequency when possible and include specific information as needed.
- C. MEDICAL HELICOPTER – Requests for the medical helicopter may be made by any emergency agency. State:
  - 1. Requesting agency name.
  - 2. Helicopter Service being requested
  - 3. General location of the incident and/or landing zone.
  - 4. Type of incident
    - a. Auto accident – multiple patients/extended extrication time
    - b. Amputations
    - c. Severe burns
    - d. Remote or difficult road access

- e. Search in conjunction with a medical emergency
- 5. Radio frequency to communicate on – EMS A (155.400/ALS 400).
- 6. It is highly recommended that a mobile radio be used for all radio communications with helicopter EMS.

D. In anticipation of an expanding emergency, departments may request notification of a neighboring department as follows:

1. **ALERT** – No action required.  
Department notified that assistance may be needed as local resources are depleted or inoperable.  
Example: Barnes Ambulance down for the week for repairs. EMTs would be available to respond to a scene. Both Iron River and Great Divide may be notified that the need to respond into Barnes service area to transport a patient may be requested.  
Notification should be done from department to department by telephone when possible. Dispatch is to be contacted if they are expected to make any changes in established procedures.
2. **STANDBY** – Personnel and equipment at the hall ready to respond.  
Example: Barnes and Iron River Fire Departments are responding to a working fire with all personnel and equipment. Brule and Drummond may be requested to standby at their hall. The expectation is that personnel would be in turnout gear with trucks and equipment ready to respond.  
Notification would be paged through the communications center.
3. **MOVE-UP / STAGE** – Department personnel and equipment are moved to a designated location.  
Example: Great Divide and Mason EMS have responded to a multi-casualty accident with all units and personnel. Barnes EMS may be requested to move-up to a location allowing coverage of both areas. Iron River would be requested to move a unit to a location allowing coverage toward Mason. Move-up locations are designated by the requesting department.  
Notification would be paged through the communications center.